NETWORK MANAGER REPORT

JANUARY 2011

SUBMITTED BY Barrett Gilbreath, General Manager

NETWORK MANAGER REPORT

OVERVIEW

Operations

The new year is off to a strong start with many applications experiencing increased adoption rates. AI completed change management updates for sixteen applications. We are focused on making 2011 an excellent year for Alabama e-Government.

Highlights for the month include:

- AI completed an update to the Alabama Department of Public Health EMS license renewal application. The application allows emergency medical service professionals to renewal their licenses on-line and now contains the functionality for licensees to upload pictures for their licenses.

- Members of AI held their first meeting to discuss the re-design of alabama.gov version 9. After placing 3rd in last year's Best of the Web awards, AI will concentrate on enhancing the existing award-winning design of the portal without implementing a complete overhaul.

- AI processed over $40,000 for Alabama Board of Veterinary Medical Examiners in January 2011 alone. This was the first year AI has processed late renewals for the Board.

- The Department of Public Safety Crash Report application processed over $20,000 in the month of January 2011, which is more than a 75% increase from January 2010. This application allows users to purchase and view crash reports issued by the Department of Public Safety.

- The International Fuel Tax Agreement (IFTA) application for the Alabama Department of Revenue Motor Vehicle Division experienced a 28% increase in transactions from January 2010 to January 2011. The application allows users to renew and pay for an IFTA tax license so the Department of Revenue can simplify its reporting of motor fuel taxes.

- AI processed 1,335 transactions in January and over $2 million in Tax Estimation Payments for the Department of Revenue. The application allows both individuals and corporations to pay their Alabama state tax estimation payments.

- The Alcoholic Beverage Control Board e-Citation application issued nearly $7,000 in citations for Montgomery County ABC enforcement agents. The application will be deployed to the entire state in March 2011.

- The portal processed over 1,530 transactions for the Alabama Department of Education License Renewal application. This is a 28% increase from January 2010 to January 2011. This application allows teachers and substitute teachers to pay their certifications on-line.

Marketing

The start of 2011 marked the beginning of some organizational changes for the state of Alabama as well as for the Marketing team. Mary Beth Walls started her new role as Director of Marketing, replacing Dana Rowzee; NIC's recent expansion gave Dana the opportunity to relocate as Director of Marketing in a newly-acquired state. AI is now actively searching for a new Project Manager to fill Mary Beth's previous position. Dr. Robert Bentley provided the largest change when he officially became Governor this month. The portal looks forward to establishing and strengthening relationships with his staff and the Commissioners he has recently appointed.

January marked the end of renewal season for many agencies. The Marketing team will now analyze the results of the 2010 renewals and, in the next few weeks, reach out to agencies proactively to discuss what worked well and what updates they may want to see in next year's applications.

The portal design team began meeting to give alabama.gov the next award-winning makeover. The Graphic Designer will especially be involved in the process. The team will first focus on enhancements to the current design, since the State has voiced how they particularly enjoy the current look and feel of the existing portal.

Customer Service

The month of January was a busy one for the Alabama Interactive customer service team, especially with applications for the Alabama Department of Revenue. The AI team answered 1209 live chats and 509 customer support e-mails throughout the duration of the month. The customer service team also answered many more phone calls, around 700, with general questions about various state services and on-line applications.

The on-line chat feature has proven to be an excellent tool for customers to receive guidance for questions about Alabama government. The AI team received several compliments about the chat feature. One customer said, "Thank you! I really think this is a wonderful service. I'm so glad that I found it!" Another shared a similar response, "The chat feature is super nice. Thanks for having it!"

Our customer service team assisted several customers with application support as well. An AI subscriber had trouble retrieving a boat registration report from the Department of Conservation and Natural Resources. An AI representative assisted the customer with this issue and received some great feedback. She stated, "Thank you! We have pulled it together and it looks great! You have made my day!"

Development

The Development team discussed the process of updating AI's applications to use a common payment and configuration module. AI is already using this method for all new applications. The team divided up all legacy applications needing the common payment update and set a deadline of completion for the end of January. They were able to complete this update ahead of schedule, prior to the 31st.

The AI Development staff also saw some organizational changes this month. The team welcomed Developer Jessica Hall. She is a recent graduate of Auburn University with a Bachelor of Science in Software Engineering, bringing Java and mobile development experience to the team. Also, Brandon Ward joined Dana Rowzee in taking the opportunity to continue his role in a start-up NIC portal.

PROJECT REPORT

Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	8	8
Total # of applications in development	18	18
Total # of new applications deployed	0	0
Total # of application functional updates completed	24	24

Note: Please see Daptiv reports for detail.

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Total AI Network Transactions: 176,382

Average Successful Requests per Day: 5,690

Total alabama.gov Visitors: 150,1224

Total alabama.gov Page Views: 320,478

Total alabama.gov Chats or Offline Messages from Live Help: 1209

Total AI Customer Support Emails: 509

OPERATIONS & ADMINISTRATION

Alabama Interactive is excited about all the projects already in the queue for development in 2011. In January, AI interviewed several candidates to add to our team. We look forward to making new additions to our expanding team and believe new staff will allow us to continue the level of service and number of applications for the State of Alabama in 2011.

OTHER BUSINESS/IN CLOSING

In closing, January was a successful month for the portal with the continued work on many services. The next few months should see several new application releases and many more updates. We have a great start to the year and look forward to carrying it through to the end.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

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